

# Celal Kaya

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**Date of Birth:** 10<sup>th</sup> June 1982  
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**Marital Status:** Single  
**Language Skills:** English, Turkish  
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## SUMMARY

Experienced and knowledgeable in hospitality. It is committed to guest satisfaction. Energetic professional and has communication skills and knowledge

## EXPERIENCE

### **Assistant Food and Beverage Manager 11.2021 - 07.2022** **Radisson Blu Hotel - Niamey, Niger**

I am responsible for the management of 2 Ala carte Restaurants, 1 All day dining Restaurant, 1 Pool Restaurant & Bar and IRD areas. Total F&B 85 colleagues. I am reporting to the Asst General Manager at Hotel. Niamey's only international hotel. We frequently host ambassadors, ministers of state, and country presidents. For this reason, protocol service was provided frequently. Zaxi, which is an ala carte restaurant, offers far east cuisine. New York, which is an ala carte restaurant, offers far international cuisine. Restaurant open 24/7. Al Mina which is an All-Day Dining restaurant, offers far international cuisine with buffet.

### **General Restaurant Manager 05.2019 - 05.2021** **Six Senses Hotels & Resorts - Bodrum, Turkey**

During this time, I managed an All-Day Dining and In Room Dining. Leading a team of up to 35 in the operation. I was responsible for the smooth running of the breakfast and then noon operation. Managed venues operations through delivering the top quality of service. In addition, ensuring In-room dining operation: Amenity (Daily, Arrival, Departure etc), Mini bar filling, Turn Down Order, Guest orders (Guest can also be given in the messaging system used outside of the phone). Early Bird service for early departures. Lunch Box service on guest requests plans. Fulfillment of requests in accordance with special dining requests in the rooms. Heading the venue by achieving good financial targets, interview with new candidate. Reporting to the operation Director of Food & Beverage Manager and Resort Manager.

### **Restaurant Manager 05.2018 - 04.2019** **Mandarin Oriental Hotel Group - Bodrum, Turkey**

I got promoted within the company in MOHG in Bodrum. During this time, I managed in the Seafood Restaurant. Reaching the target budget in P&L follow-up. To ensure a successful performance in audits (LQA, HACCP, MOHG) and to train colleagues on this subject. Monitoring and responding to guest surveys. Preparation of weekly work program, arrangement in the system. Interview with the new candidate, and informing the director about it. Motivating and coaching the team for maximum performance, making periodic performance reviews of colleagues. Attending daily department meetings, and meeting with colleagues daily. Reporting to the operation Director of Food & Beverage Manager.

### **Assistant Restaurant Manager 04.2017 - 05.2018**

I got promoted within the MOHG Bodrum. During this time, I managed the Italian Restaurant. To provide service in MOHG and LQA standards and to train colleagues on this subject, Following guest surveys and comments, and responding to questions and requests in this regard. Controlling beverages and requesting missing products. Providing Grooming standards of colleagues. To make sales within the expected budget targets. To check the availability and requests of reservations and to share this with colleagues. Reporting to the operation Restaurant Manager.

### **Restaurant Supervisor - 04.2014 - 04.2017**

I was in the hotel pre-opening team the MOHG. I started working at In Room Dining. I was in the Beach Operation during the supervisor period. Learning about Mandarin Oriental standards and sharing it with colleagues and training. In addition, providing service in LQA standards. To implement the hygiene and safety rules of HACCP rules. Participate in trainings on this subject. And sharing this information with colleagues and providing training. Providing the appropriate service flow in accordance with the desired and standards of the guest requests. Controlling beverages and requesting missing products. Reporting to the operation Restaurant Manager and Assistant Restaurant Manager.

**Restaurant Supervisor / Task Force 11.2016 - 01.2017**  
**Mandarin Oriental Hotel Group - Japan, Tokyo**

I was present as a task force at MOHG in Japan/Tokyo. Leading a team of circa 20. To provide service in accordance with the service standards determined by the Hotel. There are French, Chinese, Japanese and Italian restaurants in the hotel. And these were Michelin Star restaurants. For this reason, service was also provided in accordance with Michelin Star standards.

**Restaurant Supervisor 06.2012 - 03.2014**  
**Double Tree By Hilton - Izmir, Turkey**

I was on the pre-opening team. Learning about Hilton standards and passing them on to colleagues. To keep guest satisfaction at the highest level. To ensure that the guest receives service at hilton standards. Correct implementation of SOPs. To receive training on this subject and to train colleagues. Reporting to the operation Food & Beverage Manager and Restaurant Manager.

**Restaurant Supervisor 09.2010 - 05.2012**  
**Angels Peninsula Hotel - Muğla, Turkey**

I was in the hotel pre-opening team. To ensure that the restaurant is in the determined order before the pre-opening and to support the managers in this regard. To ensure guest satisfaction. Providing the restaurant food and beverage service without any problems. Reporting to the operation Restaurant Manager and Assistant Restaurant Manager.

**Restaurant Captain 11.2008 - 08.2010**  
**Anemon Hotels - Izmir, Turkey**

Ensure diners are receiving high-quality service. To provide service in accordance with the standards of the hotel. Throughout the meal, the captain waiter checks in on the diners, answering and resolving issues. Reporting to the operation Assistant Restaurant Manager and Head Waiter.

**Waiter 01.2006 - 10.2007**  
**Adam & Eve Hotels - Antalya, Turkey**

I was in the hotel pre-opening team. Presenting menus, serving and helping customers select food/beverages. Keeping the guest service area clean. Issue bills and accept payment to guest.

**EDUCATION**

Mugla Sıtkı Kocman University / Ortaca Vocational School / Associate Degree / Tourism & Hospitality 2000-2004  
High School / Izmir Turkey / 1996-1999

**REFERENCE**

- Erhan Subasi / Food and Beverage Director / Mandarin Oriental Hotel Bodrum / 905356859501
- Ersev Demiröz / General Manager / Mandarin Oriental Hotel Bodrum / 905335184226
- Fırat Sarıdikmen / Asst.Food and Beverage Director / Four Seasons Hotel İstanbul / 90538465 66 95
- Bulent Cintemur / Food and Beverage Director / Radisson Blu Hotels Niger / 905324420355
- Deniz Ersubaşı / Human Resources Director / Mandarin Oriental Hotel Bodrum / 905334181048
- Oguzhan Alev / Food and Beverage Manager / Mövenpick Hotels Istanbul / 905553288874
- Yunus Emre Aydın / Executive Chef / Marea Restaurants Dubai - Altemarea Group / 905367588249